Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents / Bottom Number - First Contact Resolution		
				Low	Medium	FCR Total
Community and Culture	Application Services	Bart Purser	Novell GroupWise	1 / 0	0 / 0	1 / 0
			Product Total	1 / 0	0 / 0	1 / 0
		Dustin Crump	None	2 / 0	0 / 0	2 / 0
			Product Total	2 / 0	0 / 0	2 / 0
		Paul Lundell	Novell GroupWise	2 / 0	0 / 0	2 / 0
			Product Total	2 / 0	0 / 0	2 / 0
		Tony Larsen	Novell GroupWise	3 / 0	0 / 0	3 / 0
			Product Total	3 / 0	0 / 0	3 / 0
		Assigned to Individual Total		8 / 0	0 / 0	8 / 0
	Campus Networking	Charmaine Malan	CapNet	1 / 0	0 / 0	1 / 0
			Product Total	1 / 0	0 / 0	1 / 0

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Community and Culture

				Low	Medium	FCR Total
Community and Culture	Campus Networking	David Sedei	None	1 0	1 0	2 0
			Product Total	1 0	1 0	2 0
		Assigned to Individual Total		2 0	1 0	3 0
	Help Desk	James Stearns	Novell Client for 32-bit Windows	1 1	0 0	1 1
			PGP	1 1	0 0	1 1
			Product Total	2 2	0 0	2 2
		Vicky Marrelli	Novell Client for 32-bit Windows	1 1	0 0	1 1
			Product Total	1 1	0 0	1 1
		Assigned to Individual Total		3 3	0 0	3 3
	Metro A Desktop Support	Burton Brown	Microsoft Access	1 0	0 0	1 0
			Microsoft Office	1 0	0 0	1 0
			None	9 1	0 0	9 1
			Novell Client for 32-bit Windows	1 0	0 0	1 0
			Product Total	12 1	0 0	12 1

Community and Culture

				Low	Medium	FCR Total
Community and Culture	Metro A Desktop Support	James Kammeyer	None	1 1	0 0	1 1
			Product Total	1 1	0 0	1 1
		Kraig Ellis	None	11 1	0 0	11 1
			Novell GroupWise	1 0	0 0	1 0
			State Payroll System	1 0	0 0	1 0
			Product Total	13 1	0 0	13 1
		Mike Wilde	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Robert Wall	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Rodney Austin	None	3 3	0 0	3 3
			Product Total	3 3	0 0	3 3
		Tracy VanderVaart	None	2 0	0 0	2 0
			Novell Client for 32-bit Windows	1 0	0 0	1 0

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Community and Culture

				Low	Medium	FCR Total
Community and Culture	Metro A Desktop Support	Tracy VanderVaart	**Product Total**	3 0	0 0	3 0
		Assigned to Individual Total		40 6	0 0	40 6
	Metro A Help Desk	Cindy Schroeder	Microsoft Word	1 1	0 0	1 1
			None	3 3	0 0	3 3
			Novell Client for 32-bit Windows	2 2	0 0	2 2
			Novell GroupWise	2 2	0 0	2 2
			Product Total	8 8	0 0	8 8
		Ed Conrad	Microsoft Office Professional 2010	1 0	0 0	1 0
			None	1 1	0 0	1 1
			Novell Client for 32-bit Windows	5 4	0 0	5 4
			Novell GroupWise	3 3	0 0	3 3
			State Payroll Time Entry	1 0	0 0	1 0
			ZENworks for Desktops	1 0	0 0	1 0
			Product Total	12 8	0 0	12 8

Community and Culture

				Low	Medium	FCR Total
Community and Culture	Metro A Help Desk	Liz Evans	None	6 6	0 0	6 6
			Novell Client for 32-bit Windows	1 1	0 0	1 1
			Novell GroupWise	1 1	0 0	1 1
			ZENworks for Desktops	1 0	0 0	1 0
			Product Total	9 8	0 0	9 8
		Assigned to Individual Total		29 24	0 0	29 24
	Metro A Hosting	Keith Scholl	Contribute	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Assigned to Individual Total		2 0	0 0	2 0
	Metro B Desktop Support	Ken Bolkcom	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Matthew Blunk	None	3 0	0 0	3 0
			Product Total	3 0	0 0	3 0
		Michael Barth	None	1 0	0 0	1 0

Community and Culture

				Low	Medium	FCR Total
Community and Culture	Metro B Desktop Support	Michael Barth	Product Total	1 0	0 0	1 0
		Tyler Pearce	None	2 1	0 0	2 1
			Product Total	2 1	0 0	2 1
		Assigned to Individual Total		10 1	0 0	10 1
	Metro B Help Desk	Janet Hongsyvilay	None	1 1	0 0	1 1
			Product Total	1 1	0 0	1 1
		Val Shepherd	BlueZone	1 1	0 0	1 1
			Product Total	1 1	0 0	1 1
		Assigned to Individual Total		2 2	0 0	2 2
	Operations Production Control	Cal Brinton	None	2 2	0 0	2 2
			Product Total	2 2	0 0	2 2
		Christie Burnham	None	4 4	0 0	4 4
			Product Total	4 4	0 0	4 4
		Duane Hardy	None	1 1	0 0	1 1

Community and Culture

				Low	Medium	FCR Total
Community and Culture	Operations Production Control	Duane Hardy	Product Total	1 1	0 0	1 1
		Assigned to Individual Total		7 7	0 0	7 7
	Rural Central Desktop Support	Jeremy Standifird	None	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Assigned to Individual Total		1 0	0 0	1 0
	Rural South Desktop Support	Doug Chaston	None	2 1	0 0	2 1
			Product Total	2 1	0 0	2 1
		Lane Adams	Internet Explorer	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Assigned to Individual Total		3 1	0 0	3 1
	Security	Garry Gregson	None	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Assigned to Individual Total		1 0	0 0	1 0
	Voice Operations	Gail Christiansen	Telephone	2 0	0 0	2 0

Community and Culture

				Low	Medium	FCR Total
Community and Culture	Voice Operations	Gail Christiansen	**Product Total**	2 0	0 0	2 0
		Kelly Johnson	Telephone	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Leon Owen	Telephone	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Romanza Hamblin	None	2 1	0 0	2 1
			Telephone	1 0	0 0	1 0
			Product Total	3 1	0 0	3 1
		Assigned to Individual Total		7 1	0 0	7 1
	Customer Company Total			115 45	1 0	116 45
Customer Company Total				115 45	1 0	116 45

Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Inital Response		
				Low	Medium	MIR Total
Community and Culture	Application Services	Bart Purser	Novell GroupWise	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Dustin Crump	None	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Paul Lundell	Novell GroupWise	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Tony Larsen	Novell GroupWise	3 1	0 0	3 1
			Product Total	3 1	0 0	3 1
		Assigned to Individual Total		8 1	0 0	8 1
	Campus Networking	Charmaine Malan	CapNet	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0

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Community and Culture

				Low	Medium	MIR Total
Community and Culture	Campus Networking	David Sedei	None	1 0	1 0	2 0
			Product Total	1 0	1 0	2 0
		Assigned to Individual Total		2 0	1 0	3 0
	Help Desk	James Stearns	Novell Client for 32-bit Windows	1 0	0 0	1 0
			PGP	1 0	0 0	1 0
			Product Total	2 0	0 0	2 0
		Vicky Marrelli	Novell Client for 32-bit Windows	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Assigned to Individual Total		3 0	0 0	3 0
	Metro A Desktop Support	Burton Brown	Microsoft Access	1 0	0 0	1 0
			Microsoft Office	1 0	0 0	1 0
			None	9 0	0 0	9 0
			Novell Client for 32-bit Windows	1 0	0 0	1 0
			Product Total	12 0	0 0	12 0

Community and Culture

				Low	Medium	MIR Total
Community and Culture	Metro A Desktop Support	James Kammeyer	None	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Kraig Ellis	None	11 0	0 0	11 0
			Novell GroupWise	1 0	0 0	1 0
			State Payroll System	1 0	0 0	1 0
			Product Total	13 0	0 0	13 0
		Mike Wilde	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Robert Wall	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Rodney Austin	None	3 0	0 0	3 0
			Product Total	3 0	0 0	3 0
		Tracy VanderVaart	None	2 0	0 0	2 0
			Novell Client for 32-bit Windows	1 0	0 0	1 0

Community and Culture

				Low	Medium	MIR Total
Community and Culture	Metro A Desktop Support	Tracy VanderVaart	Product Total	3 0	0 0	3 0
		Assigned to Individual Total		40 0	0 0	40 0
	Metro A Help Desk	Cindy Schroeder	Microsoft Word	1 0	0 0	1 0
			None	3 0	0 0	3 0
			Novell Client for 32-bit Windows	2 0	0 0	2 0
			Novell GroupWise	2 0	0 0	2 0
			Product Total	8 0	0 0	8 0
		Ed Conrad	Microsoft Office Professional 2010	1 0	0 0	1 0
			None	1 0	0 0	1 0
			Novell Client for 32-bit Windows	5 0	0 0	5 0
			Novell GroupWise	3 0	0 0	3 0
			State Payroll Time Entry	1 0	0 0	1 0
			ZENworks for Desktops	1 0	0 0	1 0
			Product Total	12 0	0 0	12 0

Community and Culture

				Low	Medium	MIR Total
Community and Culture	Metro A Help Desk	Liz Evans	None	6 0	0 0	6 0
			Novell Client for 32-bit Windows	1 0	0 0	1 0
			Novell GroupWise	1 0	0 0	1 0
			ZENworks for Desktops	1 0	0 0	1 0
			Product Total	9 0	0 0	9 0
		Assigned to Individual Total		29 0	0 0	29 0
	Metro A Hosting	Keith Scholl	Contribute	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Assigned to Individual Total		2 0	0 0	2 0
	Metro B Desktop Support	Ken Bolkcom	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Matthew Blunk	None	3 0	0 0	3 0
			Product Total	3 0	0 0	3 0
		Michael Barth	None	1 0	0 0	1 0

Community and Culture

				Low	Medium	MIR Total
Community and Culture	Metro B Desktop Support	Michael Barth	Product Total	1 0	0 0	1 0
		Tyler Pearce	None	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Assigned to Individual Total		10 0	0 0	10 0
	Metro B Help Desk	Janet Hongsyvilay	None	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Val Shepherd	BlueZone	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Assigned to Individual Total		2 0	0 0	2 0
	Operations Production Control	Cal Brinton	None	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Christie Burnham	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Duane Hardy	None	1 0	0 0	1 0

Community and Culture

				Low	Medium	MIR Total
Community and Culture	Operations Production Control	Duane Hardy	Product Total	10	0	10
		Assigned to Individual Total		70	0	70
	Rural Central Desktop Support	Jeremy Standifird	None	10	0	10
			Product Total	10	0	10
		Assigned to Individual Total		10	0	10
	Rural South Desktop Support	Doug Chaston	None	20	0	20
			Product Total	20	0	20
		Lane Adams	Internet Explorer	10	0	10
			Product Total	10	0	10
		Assigned to Individual Total		30	0	30
	Security	Garry Gregson	None	11	0	11
			Product Total	11	0	11
		Assigned to Individual Total		11	0	11
	Voice Operations	Gail Christiansen	Telephone	20	0	20

Community and Culture

				Low	Medium	MIR Total
Community and Culture	Voice Operations	Gail Christiansen	Product Total	2 0	0 0	2 0
		Kelly Johnson	Telephone	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Leon Owen	Telephone	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Romanza Hamblin	None	2 0	0 0	2 0
			Telephone	1 0	0 0	1 0
			Product Total	3 0	0 0	3 0
		Assigned to Individual Total		7 0	0 0	7 0
	Customer Company Total			115 2	1 0	116 2
Customer Company Total				115 2	1 0	116 2

Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours		
				Low	Medium	ATTIR Total
Community and Culture	Application Services	Bart Purser	Novell GroupWise	1 0.62	0 0.00	1 0.62
			Product Total	1 0.62	0 0.00	1 0.62
		Dustin Crump	None	2 0.76	0 0.00	2 0.76
			Product Total	2 0.76	0 0.00	2 0.76
		Paul Lundell	Novell GroupWise	2 0.19	0 0.00	2 0.19
			Product Total	2 0.19	0 0.00	2 0.19
		Tony Larsen	Novell GroupWise	3 0.53	0 0.00	3 0.53
			Product Total	3 0.53	0 0.00	3 0.53
		Assigned to Individual Total		8 0.51	0 0.00	8 0.51
	Campus Networking	Charmaine Malan	CapNet	1 0.51	0 0.00	1 0.51
			Product Total	1 0.51	0 0.00	1 0.51

Community and Culture

				Low	Medium	ATTIR Total
Community and Culture	Campus Networking	David Sedei	None	1 0.56	1 0.00	2 0.28
			Product Total	1 0.56	1 0.00	2 0.28
		Assigned to Individual Total		2 0.54	1 0.00	3 0.36
	Help Desk	James Stearns	Novell Client for 32-bit Windows	1 0.00	0 0.00	1 0.00
			PGP	1 0.00	0 0.00	1 0.00
			Product Total	2 0.00	0 0.00	2 0.00
		Vicky Marrelli	Novell Client for 32-bit Windows	1 0.00	0 0.00	1 0.00
			Product Total	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		3 0.00	0 0.00	3 0.00
	Metro A Desktop Support	Burton Brown	Microsoft Access	1 0.27	0 0.00	1 0.27
			Microsoft Office	1 0.82	0 0.00	1 0.82
			None	9 0.25	0 0.00	9 0.25
			Novell Client for 32-bit Windows	1 0.00	0 0.00	1 0.00
			Product Total	12 0.28	0 0.00	12 0.28

Community and Culture

				Low	Medium	ATTIR Total
Community and Culture	Metro A Desktop Support	James Kammeyer	None	1 0.49	0 0.00	1 0.49
			Product Total	1 0.49	0 0.00	1 0.49
		Kraig Ellis	None	11 0.25	0 0.00	11 0.25
			Novell GroupWise	1 0.15	0 0.00	1 0.15
			State Payroll System	1 0.16	0 0.00	1 0.16
			Product Total	13 0.24	0 0.00	13 0.24
		Mike Wilde	None	4 0.24	0 0.00	4 0.24
			Product Total	4 0.24	0 0.00	4 0.24
		Robert Wall	None	4 0.06	0 0.00	4 0.06
			Product Total	4 0.06	0 0.00	4 0.06
		Rodney Austin	None	3 0.01	0 0.00	3 0.01
			Product Total	3 0.01	0 0.00	3 0.01
		Tracy VanderVaart	None	2 0.28	0 0.00	2 0.28
			Novell Client for 32-bit Windows	1 0.10	0 0.00	1 0.10

Community and Culture

				Low	Medium	ATTIR Total
Community and Culture	Metro A Desktop Support	Tracy VanderVaart	Product Total	3 0.22	0 0.00	3 0.22
		Assigned to Individual Total		40 0.22	0 0.00	40 0.22
	Metro A Help Desk	Cindy Schroeder	Microsoft Word	1 0.00	0 0.00	1 0.00
			None	3 0.00	0 0.00	3 0.00
			Novell Client for 32-bit Windows	2 0.00	0 0.00	2 0.00
			Novell GroupWise	2 0.00	0 0.00	2 0.00
			Product Total	8 0.00	0 0.00	8 0.00
		Ed Conrad	Microsoft Office Professional 2010	1 0.00	0 0.00	1 0.00
			None	1 0.00	0 0.00	1 0.00
			Novell Client for 32-bit Windows	5 0.04	0 0.00	5 0.04
			Novell GroupWise	3 0.06	0 0.00	3 0.06
			State Payroll Time Entry	1 0.00	0 0.00	1 0.00
			ZENworks for Desktops	1 0.00	0 0.00	1 0.00
			Product Total	12 0.03	0 0.00	12 0.03

Community and Culture

				Low	Medium	ATTIR Total
Community and Culture	Metro A Help Desk	Liz Evans	None	6 0.00	0 0.00	6 0.00
			Novell Client for 32-bit Windows	1 0.00	0 0.00	1 0.00
			Novell GroupWise	1 0.00	0 0.00	1 0.00
			ZENworks for Desktops	1 0.00	0 0.00	1 0.00
			Product Total	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total		29 0.01	0 0.00	29 0.01
	Metro A Hosting	Keith Scholl	Contribute	2 0.09	0 0.00	2 0.09
			Product Total	2 0.09	0 0.00	2 0.09
		Assigned to Individual Total		2 0.09	0 0.00	2 0.09
	Metro B Desktop Support	Ken Bolkcom	None	4 0.12	0 0.00	4 0.12
			Product Total	4 0.12	0 0.00	4 0.12
		Matthew Blunk	None	3 0.19	0 0.00	3 0.19
			Product Total	3 0.19	0 0.00	3 0.19
		Michael Barth	None	1 0.44	0 0.00	1 0.44

Community and Culture

				Low	Medium	ATTIR Total
Community and Culture	Metro B Desktop Support	Michael Barth	Product Total	1 0.44	0 0.00	1 0.44
		Tyler Pearce	None	2 0.00	0 0.00	2 0.00
			Product Total	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total		10 0.15	0 0.00	10 0.15
	Metro B Help Desk	Janet Hongsyvilay	None	1 0.00	0 0.00	1 0.00
			Product Total	1 0.00	0 0.00	1 0.00
		Val Shepherd	BlueZone	1 0.00	0 0.00	1 0.00
			Product Total	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		2 0.00	0 0.00	2 0.00
	Operations Production Control	Cal Brinton	None	2 0.00	0 0.00	2 0.00
			Product Total	2 0.00	0 0.00	2 0.00
		Christie Burnham	None	4 0.00	0 0.00	4 0.00
			Product Total	4 0.00	0 0.00	4 0.00
		Duane Hardy	None	1 0.00	0 0.00	1 0.00

Community and Culture

				Low	Medium	ATTIR Total
Community and Culture	Operations Production Control	Duane Hardy	**Product Total**	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		7 0.00	0 0.00	7 0.00
	Rural Central Desktop Support	Jeremy Standifird	None	1 0.00	0 0.00	1 0.00
			Product Total	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		1 0.00	0 0.00	1 0.00
	Rural South Desktop Support	Doug Chaston	None	2 0.00	0 0.00	2 0.00
			Product Total	2 0.00	0 0.00	2 0.00
		Lane Adams	Internet Explorer	1 0.00	0 0.00	1 0.00
			Product Total	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		3 0.00	0 0.00	3 0.00
	Security	Garry Gregson	None	1 6.35	0 0.00	1 6.35
			Product Total	1 6.35	0 0.00	1 6.35
		Assigned to Individual Total		1 6.35	0 0.00	1 6.35
	Voice Operations	Gail Christiansen	Telephone	2 0.12	0 0.00	2 0.12

Community and Culture

				Low	Medium	ATTIR Total
Community and Culture	Voice Operations	Gail Christiansen	**Product Total**	2 0.12	0 0.00	2 0.12
		Kelly Johnson	Telephone	1 0.03	0 0.00	1 0.03
			Product Total	1 0.03	0 0.00	1 0.03
		Leon Owen	Telephone	1 0.43	0 0.00	1 0.43
			Product Total	1 0.43	0 0.00	1 0.43
		Romanza Hamblin	None	2 0.08	0 0.00	2 0.08
			Telephone	1 0.69	0 0.00	1 0.69
			Product Total	3 0.28	0 0.00	3 0.28
		Assigned to Individual Total		7 0.22	0 0.00	7 0.22
	Assigned Group Total			115 0.21	1 0.00	116 0.21
Customer Company Total				115 0.21	1 0.00	116 0.21

Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution		
Customer Company	Assigned Group	Assigned to Individual	Product	Low	Medium	MR Total
Community and Culture	Application Services	Bart Purser	Novell GroupWise	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Dustin Crump	None	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Paul Lundell	Novell GroupWise	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Tony Larsen	Novell GroupWise	3 0	0 0	3 0
			Product Total	3 0	0 0	3 0
		Assigned to Individual Total		8 0	0 0	8 0
	Campus Networking	Charmaine Malan	CapNet	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0

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				Low	Medium	MR Total
Community and Culture	Campus Networking	David Sedei	None	10	10	20
			Product Total	10	10	20
		Assigned to Individual Total		20	10	30
	Help Desk	James Stearns	Novell Client for 32-bit Windows	10	0	10
			PGP	10	0	10
			Product Total	20	0	20
		Vicky Marrelli	Novell Client for 32-bit Windows	10	0	10
			Product Total	10	0	10
		Assigned to Individual Total		30	0	30
	Metro A Desktop Support	Burton Brown	Microsoft Access	10	0	10
			Microsoft Office	10	0	10
			None	90	0	90
			Novell Client for 32-bit Windows	10	0	10
			Product Total	120	0	120

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Community and Culture

				Low	Medium	MR Total
Community and Culture	Metro A Desktop Support	James Kammeyer	None	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Kraig Ellis	None	11 0	0 0	11 0
			Novell GroupWise	1 0	0 0	1 0
			State Payroll System	1 0	0 0	1 0
			Product Total	13 0	0 0	13 0
		Mike Wilde	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Robert Wall	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Rodney Austin	None	3 0	0 0	3 0
			Product Total	3 0	0 0	3 0
		Tracy VanderVaart	None	2 0	0 0	2 0
			Novell Client for 32-bit Windows	1 0	0 0	1 0

Community and Culture

				Low	Medium	MR Total
Community and Culture	Metro A Desktop Support	Tracy VanderVaart	Product Total	3 0	0 0	3 0
		Assigned to Individual Total		40 0	0 0	40 0
	Metro A Help Desk	Cindy Schroeder	Microsoft Word	1 0	0 0	1 0
			None	3 0	0 0	3 0
			Novell Client for 32-bit Windows	2 0	0 0	2 0
			Novell GroupWise	2 0	0 0	2 0
			Product Total	8 0	0 0	8 0
		Ed Conrad	Microsoft Office Professional 2010	1 0	0 0	1 0
			None	1 0	0 0	1 0
			Novell Client for 32-bit Windows	5 0	0 0	5 0
			Novell GroupWise	3 0	0 0	3 0
			State Payroll Time Entry	1 0	0 0	1 0
			ZENworks for Desktops	1 0	0 0	1 0
			Product Total	12 0	0 0	12 0

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Community and Culture

				Low	Medium	MR Total
Community and Culture	Metro A Help Desk	Liz Evans	None	6 0	0 0	6 0
			Novell Client for 32-bit Windows	1 0	0 0	1 0
			Novell GroupWise	1 0	0 0	1 0
			ZENworks for Desktops	1 0	0 0	1 0
			Product Total	9 0	0 0	9 0
		Assigned to Individual Total		29 0	0 0	29 0
	Metro A Hosting	Keith Scholl	Contribute	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Assigned to Individual Total		2 0	0 0	2 0
	Metro B Desktop Support	Ken Bolkcom	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Matthew Blunk	None	3 0	0 0	3 0
			Product Total	3 0	0 0	3 0
		Michael Barth	None	1 0	0 0	1 0

Community and Culture

				Low	Medium	MR Total
Community and Culture	Metro B Desktop Support	Michael Barth	Product Total	1 0	0 0	1 0
		Tyler Pearce	None	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Assigned to Individual Total		10 0	0 0	10 0
	Metro B Help Desk	Janet Hongsyvilay	None	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Val Shepherd	BlueZone	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Assigned to Individual Total		2 0	0 0	2 0
	Operations Production Control	Cal Brinton	None	2 0	0 0	2 0
			Product Total	2 0	0 0	2 0
		Christie Burnham	None	4 0	0 0	4 0
			Product Total	4 0	0 0	4 0
		Duane Hardy	None	1 0	0 0	1 0

Community and Culture

				Low	Medium	MR Total
Community and Culture	Operations Production Control	Duane Hardy	Product Total	10	0	10
		Assigned to Individual Total		70	0	70
	Rural Central Desktop Support	Jeremy Standifird	None	10	0	10
			Product Total	10	0	10
		Assigned to Individual Total		10	0	10
	Rural South Desktop Support	Doug Chaston	None	20	0	20
			Product Total	20	0	20
		Lane Adams	Internet Explorer	10	0	10
			Product Total	10	0	10
		Assigned to Individual Total		30	0	30
	Security	Garry Gregson	None	11	0	11
			Product Total	11	0	11
		Assigned to Individual Total		11	0	11
	Voice Operations	Gail Christiansen	Telephone	20	0	20

Community and Culture

				Low	Medium	MR Total
Community and Culture	Voice Operations	Gail Christiansen	**Product Total**	2 0	0 0	2 0
		Kelly Johnson	Telephone	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Leon Owen	Telephone	1 0	0 0	1 0
			Product Total	1 0	0 0	1 0
		Romanza Hamblin	None	2 0	0 0	2 0
			Telephone	1 0	0 0	1 0
			Product Total	3 0	0 0	3 0
		Assigned to Individual Total		7 0	0 0	7 0
	Assigned Group Total			115 1	1 0	116 1
Customer Company Total				115 1	1 0	116 1

Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	**Top Number - Total Incidents** **Bottom Number - Average time in hours**		
				Low	Medium	ATTR Total
Community and Culture	Application Services	Bart Purser	Novell GroupWise	1 0.81	0 0.00	1 0.81
			Product Total	1 0.81	0 0.00	1 0.81
		Dustin Crump	None	2 0.82	0 0.00	2 0.82
			Product Total	2 0.82	0 0.00	2 0.82
		Paul Lundell	Novell GroupWise	2 1.29	0 0.00	2 1.29
			Product Total	2 1.29	0 0.00	2 1.29
		Tony Larsen	Novell GroupWise	3 1.51	0 0.00	3 1.51
			Product Total	3 1.51	0 0.00	3 1.51
		Assigned to Individual Total		8 1.20	0 0.00	8 1.20
	Campus Networking	Charmaine Malan	CapNet	1 1.42	0 0.00	1 1.42
			Product Total	1 1.42	0 0.00	1 1.42

Community and Culture

				Low	Medium	ATTR Total
Community and Culture	Campus Networking	David Sedei	None	1 0.99	1 0.00	2 0.50
			Product Total	1 0.99	1 0.00	2 0.50
		Assigned to Individual Total		2 1.21	1 0.00	3 0.80
	Help Desk	James Stearns	Novell Client for 32-bit Windows	1 0.00	0 0.00	1 0.00
			PGP	1 0.14	0 0.00	1 0.14
			Product Total	2 0.07	0 0.00	2 0.07
		Vicky Marrelli	Novell Client for 32-bit Windows	1 0.00	0 0.00	1 0.00
			Product Total	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		3 0.05	0 0.00	3 0.05
	Metro A Desktop Support	Burton Brown	Microsoft Access	1 0.29	0 0.00	1 0.29
			Microsoft Office	1 0.84	0 0.00	1 0.84
			None	9 0.79	0 0.00	9 0.79
			Novell Client for 32-bit Windows	1 1.81	0 0.00	1 1.81
			Product Total	12 0.84	0 0.00	12 0.84

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				Low	Medium	ATTR Total
Community and Culture	Metro A Desktop Support	James Kammeyer	None	1 1.25	0 0.00	1 1.25
			Product Total	1 1.25	0 0.00	1 1.25
		Kraig Ellis	None	11 0.76	0 0.00	11 0.76
			Novell GroupWise	1 0.15	0 0.00	1 0.15
			State Payroll System	1 0.94	0 0.00	1 0.94
			Product Total	13 0.73	0 0.00	13 0.73
		Mike Wilde	None	4 2.20	0 0.00	4 2.20
			Product Total	4 2.20	0 0.00	4 2.20
		Robert Wall	None	4 0.94	0 0.00	4 0.94
			Product Total	4 0.94	0 0.00	4 0.94
		Rodney Austin	None	3 0.01	0 0.00	3 0.01
			Product Total	3 0.01	0 0.00	3 0.01
		Tracy VanderVaart	None	2 1.45	0 0.00	2 1.45
			Novell Client for 32-bit Windows	1 1.12	0 0.00	1 1.12

Community and Culture

				Low	Medium	ATTR Total
Community and Culture	Metro A Desktop Support	Tracy VanderVaart	**Product Total**	3 1.34	0 0.00	3 1.34
		Assigned to Individual Total		40 0.93	0 0.00	40 0.93
	Metro A Help Desk	Cindy Schroeder	Microsoft Word	1 0.11	0 0.00	1 0.11
			None	3 0.22	0 0.00	3 0.22
			Novell Client for 32-bit Windows	2 0.00	0 0.00	2 0.00
			Novell GroupWise	2 0.00	0 0.00	2 0.00
			Product Total	8 0.10	0 0.00	8 0.10
		Ed Conrad	Microsoft Office Professional 2010	1 0.85	0 0.00	1 0.85
			None	1 0.49	0 0.00	1 0.49
			Novell Client for 32-bit Windows	5 0.21	0 0.00	5 0.21
			Novell GroupWise	3 1.36	0 0.00	3 1.36
			State Payroll Time Entry	1 0.81	0 0.00	1 0.81
			ZENworks for Desktops	1	0 0.00	1
			Product Total	12 0.66	0 0.00	12 0.66

Community and Culture

				Low	Medium	ATTR Total
Community and Culture	Metro A Help Desk	Liz Evans	None	6 0.07	0 0.00	6 0.07
			Novell Client for 32-bit Windows	1 0.40	0 0.00	1 0.40
			Novell GroupWise	1 0.00	0 0.00	0 0.00
			ZENworks for Desktops	1	0 0.00	1
			Product Total	9 0.10	0 0.00	9 0.10
		Assigned to Individual Total		29 0.33	0 0.00	29 0.33
	Metro A Hosting	Keith Scholl	Contribute	2 2.08	0 0.00	2 2.08
			Product Total	2 2.08	0 0.00	2 2.08
		Assigned to Individual Total		2 2.08	0 0.00	2 2.08
	Metro B Desktop Support	Ken Bolkcom	None	4 2.86	0 0.00	4 2.86
			Product Total	4 2.86	0 0.00	4 2.86
		Matthew Blunk	None	3 1.19	0 0.00	3 1.19
			Product Total	3 1.19	0 0.00	3 1.19
		Michael Barth	None	1 1.05	0 0.00	1 1.05

Community and Culture

				Low	Medium	ATTR Total
Community and Culture	Metro B Desktop Support	Michael Barth	Product Total	1 1.05	0 0.00	1 1.05
		Tyler Pearce	None	2 0.14	0 0.00	2 0.14
			Product Total	2 0.14	0 0.00	2 0.14
		Assigned to Individual Total		10 1.63	0 0.00	10 1.63
	Metro B Help Desk	Janet Hongsyvilay	None	1 0.08	0 0.00	1 0.08
			Product Total	1 0.08	0 0.00	1 0.08
		Val Shepherd	BlueZone	1 0.00	0 0.00	1 0.00
			Product Total	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		2 0.04	0 0.00	2 0.04
	Operations Production Control	Cal Brinton	None	2 0.00	0 0.00	2 0.00
			Product Total	2 0.00	0 0.00	2 0.00
		Christie Burnham	None	4 0.00	0 0.00	4 0.00
			Product Total	4 0.00	0 0.00	4 0.00
		Duane Hardy	None	1 0.00	0 0.00	1 0.00

Community and Culture

				Low	Medium	ATTR Total
Community and Culture	Operations Production Control	Duane Hardy	Product Total	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		7 0.00	0 0.00	7 0.00
	Rural Central Desktop Support	Jeremy Standifird	None	1 4.60	0 0.00	1 4.60
			Product Total	1 4.60	0 0.00	1 4.60
		Assigned to Individual Total		1 4.60	0 0.00	1 4.60
	Rural South Desktop Support	Doug Chaston	None	2 0.37	0 0.00	2 0.37
			Product Total	2 0.37	0 0.00	2 0.37
		Lane Adams	Internet Explorer	1 0.83	0 0.00	1 0.83
			Product Total	1 0.83	0 0.00	1 0.83
		Assigned to Individual Total		3 0.53	0 0.00	3 0.53
	Security	Garry Gregson	None	1 6.35	0 0.00	1 6.35
			Product Total	1 6.35	0 0.00	1 6.35
		Assigned to Individual Total		1 6.35	0 0.00	1 6.35
	Voice Operations	Gail Christiansen	Telephone	2 0.12	0 0.00	2 0.12

Community and Culture

				Low	Medium	ATTR Total
Community and Culture	Voice Operations	Gail Christiansen	**Product Total**	2 0.12	0 0.00	2 0.12
		Kelly Johnson	Telephone	1 0.21	0 0.00	1 0.21
			Product Total	1 0.21	0 0.00	1 0.21
		Leon Owen	Telephone	1 0.43	0 0.00	1 0.43
			Product Total	1 0.43	0 0.00	1 0.43
		Romanza Hamblin	None	2 1.74	0 0.00	2 1.74
			Telephone	1 1.14	0 0.00	1 1.14
			Product Total	3 1.54	0 0.00	3 1.54
		Assigned to Individual Total		7 0.79	0 0.00	7 0.79
	Assigned Group Total			115 0.86	1 0.00	116 0.85
Customer Company Total				115 0.86	1 0.00	116 0.85

Community and Culture

Detail

INC000000453010	Kelly K Anderson	Application	None	Novell GroupWise	TIR Missed:	No	0.17
Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed:	No	1.86
INC000000453882	Julie A Anderson	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed:	No	0.69
Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed:	No	1.14
INC000000456311	Kelly K Anderson	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed:	No	2.84
INC000000456571	Rosalinda Tsosie	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Cal Brinton	Community and Culture	Low	Closed	TTR Missed:	No	0.00
INC000000456804	Brian Richards	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Duane Hardy	Community and Culture	Low	Closed	TTR Missed:	No	0.00
INC000000456839	Lisa F Nelson	None	None	None	TIR Missed:	No	0.23
Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed:	No	0.44
INC000000456894	Jason Bowcutt	Application	Error	None	TIR Missed:	No	0.24
Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed:	No	0.27
INC000000457004	Ladawn Stoddard	None	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Closed	TTR Missed:	No	0.00
INC000000457500	Wilson Martin	Application	Error	State Payroll System	TIR Missed:	No	0.16
Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed:	No	0.94
INC000000457530	Kathy Kirtz	Application	None	BlueZone	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed:	No	0.00
INC000000457658	Jeffery Fullmer	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.19
Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed:	No	1.00
INC000000457696	Bim Oliver	Application	Error	State Payroll Time Entry System	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed:	No	0.81
INC000000457792	Debra Mortensen	Network	Error	Internet Explorer	TIR Missed:	No	0.00
Rural South Desktop Support	Lane Adams	Community and Culture	Low	Closed	TTR Missed:	No	0.83
INC000000457799	Faun Jackson	None	None	None	TIR Missed:	No	0.00
Rural South Desktop Support	Doug Chaston	Community and Culture	Low	Closed	TTR Missed:	No	0.74
INC000000458068	Margaret Hunt	Application	Error	Novell GroupWise	TIR Missed:	No	0.38
Application Services	Paul Lundell	Community and Culture	Low	Closed	TTR Missed:	No	0.66
INC000000458166	Joanne Taylor	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Jeremy Standifird	Community and Culture	Low	Closed	TTR Missed:	No	4.60

Community and Culture

INC000000458380	Faun Jackson	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000458451	Janice Reed-Campbell	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.49
INC000000458500	Jayme Day	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.05
INC000000458511	Melissa Ferguson	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.08
INC000000458665	Michele Elnicky	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000459218	Daniel Herbert-Voss	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000459305	Sherman Roquiero	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.41
INC000000459475	Jayme Day	None	None	None			TIR Missed: No	0.02
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.03
INC000000459991	Kathy Kirtz	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	1.81
INC000000460179	Sherman Roquiero	Network	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.09
INC000000460210	Lloyd Pendleton	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000460378	Lani Nisbet	None	None	None			TIR Missed: No	0.84
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.94
INC000000460379	Gayle Gardner	None	None	None			TIR Missed: No	0.83
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.94
INC000000460729	Paul Kroff	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None			TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Community and Culture	Low	Closed	TTR Missed: No	4.37
INC000000461432	Ladawn Stoddard	Telecom	None	None			TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Closed	TTR Missed: No	0.45
INC000000461592	Jean Irwin	Application	Error	Novell GroupWise			TIR Missed: No	0.07
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.86
INC000000461959	Keith Heaton	Telecom	Voice Mail	Telephone			TIR Missed: No	0.03
	Voice Operations	Kelly Johnson	Community and Culture	Low	Closed	TTR Missed: No	0.21

Community and Culture

INC000000462030	Amy Bridan	Application	None	Novell GroupWise	TIR Missed: Yes	1.04
	Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: No	1.25
INC000000462079	Brian Richards	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000462141	Stephanie Bourdeaux	Application	Error	Microsoft Access	TIR Missed: No	0.27
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.29
INC000000462198	Nelson Knight	None	None	None	TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.15
INC000000462246	Jonathan Hardy	Application	Error	Microsoft Office	TIR Missed: No	0.82
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.84
INC000000462357	Scott Brooks	Network	Incident	None	TIR Missed: No	0.44
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	1.05
INC000000462415	Keith Heaton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000462444	Kimbal Hale	None	None	None	TIR Missed: No	0.22
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	1.17
INC000000462450	Curtis Bell	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	0.08
INC000000462527	Wilson Martin	Network	None	None	TIR Missed: Yes	0.26
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.26
INC000000462552	Debbie Reese	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000463110	Jan Sonshine	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	
INC000000463169	Janice Reed-Campbell	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	
INC000000463193	Jean Irwin	Application	Error	None	TIR Missed: No	0.66
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	4.84
INC000000463442	Juan Lee	Application	Error	Novell GroupWise	TIR Missed: No	0.62
	Application Services	Bart Purser	Community and Culture	Low	Closed	TTR Missed: No	0.81
INC000000463585	Jean Irwin	Application	None	Novell GroupWise	TIR Missed: No	0.12
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.38
INC000000463600	Jean Irwin	Application	None	Novell GroupWise	TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.15

Community and Culture

INC000000463861	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000463867	Wilson Martin	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.85
INC000000463934	Debbie Reese	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000464238	Melissa Ferguson	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.11
INC000000464242	Shad West	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.05
INC000000464367	Kathy Kirtz	None	None	None		TIR Missed: No	0.75
	Application Services	Dustin Crump	Community and Culture	Low	Resolved	TTR Missed: No	0.80
INC000000464937	Paula Stuart	None	None	None		TIR Missed: No	0.25
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: No	0.31
INC000000465180	Kathy Kirtz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.40
INC000000465417	Jan Sonshine	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000465631	Katie Woslager	PC/Laptop	Performance	None		TIR Missed: No	0.35
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.35
INC000000465681	Eva Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000465717	Kristen Rogers-Iversen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000466353	Rhonda Wilkinson	PC/Laptop	None	None		TIR Missed: No	0.44
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	2.86
INC000000466589	Kathy Kirtz	None	None	None		TIR Missed: No	0.76
	Application Services	Dustin Crump	Community and Culture	Low	Resolved	TTR Missed: No	0.84
INC000000466642	Kathy Kirtz	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Paul Lundell	Community and Culture	Low	Resolved	TTR Missed: No	1.93
INC000000466874	Eva Salazar	Application	Reporting	None		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin	Community and Culture	Low	Resolved	TTR Missed: No	3.03
INC000000467152	Debbie Reese	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Resolved	TTR Missed: No	0.29

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INC000000467263	Debbie Reese	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.17
	Metro B Desktop Support	Ken Bolkcom	Community and Culture	Low	Resolved		TTR Missed: No	3.01
INC000000468053	Paula Stuart	Application	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Community and Culture	Low	Resolved		TTR Missed: No	3.35
INC000000468106	Kirsten Darrington	None	None	None			TIR Missed: No	0.43
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved		TTR Missed: No	0.43
INC000000468240	Sanobi Johnson	None	None	None			TIR Missed: Yes	6.35
	Security	Garry Gregson	Community and Culture	Low	Resolved		TTR Missed: Yes	6.35
INC000000468241	Amy Bridan	None	None	None			TIR Missed: No	0.00
	Campus Networking	David Sedei	Community and Culture	Medium	Resolved		TTR Missed: No	0.00
INC000000468263	Jayme Day	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Community and Culture	Low	Resolved		TTR Missed: No	1.87
INC000000468321	Candace Powers	None	None	None			TIR Missed: No	0.55
	Metro A Desktop Support	Tracy VanderVaart	Community and Culture	Low	Resolved		TTR Missed: No	1.02
INC000000468323	Rosalinda Tsosie	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Community and Culture	Low	Resolved		TTR Missed: No	0.02
INC000000468336	Susan Kolthoff	PC/Laptop	Error	None			TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Community and Culture	Low	Resolved		TTR Missed: No	0.00
INC000000468338	Lloyd Pendleton	PC/Laptop	Password	None			TIR Missed: No	0.49
	Metro A Desktop Support	James Kammeyer	Community and Culture	Low	Resolved		TTR Missed: No	1.25
INC000000468388	Lora Rees	Application	Password	Novell GroupWise			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved		TTR Missed: No	0.00
INC000000468417	Lloyd Pendleton	Application	Password	PGP			TIR Missed: No	0.00
	Help Desk	James Stearns	Community and Culture	Low	Resolved		TTR Missed: No	0.14
INC000000468477	Jayme Day	PC/Laptop	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.10
	Metro A Desktop Support	Tracy VanderVaart	Community and Culture	Low	Resolved		TTR Missed: No	1.12
INC000000468547	Mary Jacobs	PC/Laptop	Hardware	None			TIR Missed: No	0.02
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	0.16
INC000000468607	Rosalinda Tsosie	Telecom	Voice Mail	Telephone			TIR Missed: No	0.43
	Voice Operations	Leon Owen	Community and Culture	Low	Resolved		TTR Missed: No	0.43
INC000000468618	Gayle Gardner	None	None	None			TIR Missed: No	0.21
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	0.21
INC000000468642	Mary Jacobs	None	None	None			TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Community and Culture	Low	Resolved		TTR Missed: No	0.02

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INC000000468648	Katrina Asay	None	None	None		TIR Missed: No	0.01
Metro A Desktop Support	Rodney Austin	Community and Culture	Low	Resolved		TTR Missed: No	0.01
INC000000468651	Brenda Brown	None	None	None		TIR Missed: No	0.01
Metro A Desktop Support	Rodney Austin	Community and Culture	Low	Resolved		TTR Missed: No	0.01
INC000000468653	Sheryl Featherstone	Application	Error	Contribute		TIR Missed: No	0.08
Metro A Hosting	Keith Scholl	Community and Culture	Low	Resolved		TTR Missed: No	4.06
INC000000468673	Sara Wever	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved		TTR Missed: No	0.00
INC000000468680	Rachelle Brown	Application	Error	Contribute		TIR Missed: No	0.10
Metro A Hosting	Keith Scholl	Community and Culture	Low	Resolved		TTR Missed: No	0.10
INC000000468711	Liz H Smith	Network	None	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved		TTR Missed: No	0.14
INC000000468712	Jill Mecham	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved		TTR Missed: No	0.00
INC000000468715	Douglas Lee	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
Voice Operations	Gail Christiansen	Community and Culture	Low	Resolved		TTR Missed: No	0.16
INC000000468750	Sara Wever	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved		TTR Missed: No	0.00
INC000000468752	Sara Wever	None	None	None		TIR Missed: No	0.08
Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved		TTR Missed: No	2.80
INC000000468781	Kimberley Schmeling	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.27
Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved		TTR Missed: No	1.23
INC000000468912	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved		TTR Missed: No	0.00
INC000000469238	Lora Rees	None	None	None		TIR Missed: No	0.09
Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved		TTR Missed: No	0.30
INC000000469243	Brenda Brown	None	None	None		TIR Missed: No	0.07
Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved		TTR Missed: No	0.07
INC000000469257	Cheryl Brown	None	None	None		TIR Missed: No	0.12
Metro A Desktop Support	Robert Wall	Community and Culture	Low	Resolved		TTR Missed: No	1.90
INC000000469261	Rachelle Brown	None	None	None		TIR Missed: No	0.10
Metro A Desktop Support	Robert Wall	Community and Culture	Low	Resolved		TTR Missed: No	1.82
INC000000469263	Douglas Lee	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
Voice Operations	Gail Christiansen	Community and Culture	Low	Resolved		TTR Missed: No	0.08

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INC000000469269	Lloyd Pendleton	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	1.10
INC000000469320	Katrina Asay	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.11
INC000000469321	Katrina Asay	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.07
INC000000469326	Tamera Kohler	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	3.24
INC000000469427	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000469428	Alycia Aldrich	Wireless Connectivity	Error	None		TIR Missed: No	0.56
	Campus Networking	David Sedei	Community and Culture	Low	Resolved	TTR Missed: No	0.99
INC000000469524	Doug Misner	PC/Laptop	Virus	None		TIR Missed: No	0.48
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	1.53
INC000000469597	Vicki Smith	None	None	None		TIR Missed: No	0.29
	Metro B Desktop Support	Ken Bolkcom	Community and Culture	Low	Resolved	TTR Missed: No	0.72
INC000000469683	Kristen Stehel	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000469845	Tamera Kohler	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.30
INC000000470042	Cristine Rhead	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.21
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	3.64
INC000000470054	Jeffery Fullmer	Application	Error	CapNet		TIR Missed: No	0.51
	Campus Networking	Charmaine Malan	Community and Culture	Low	Resolved	TTR Missed: No	1.42
INC000000470261	Lora Rees	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.43
INC000000470502	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000470568	Jean Irwin	Application	Error	Novell GroupWise		TIR Missed: No	0.39
	Application Services	Tony Larsen	Community and Culture	Low	Resolved	TTR Missed: No	1.42